

Job Description: Administrator – Sales Support

General & Medical are a long-established company in the provision of medical and other specialist insurance services to professionals, businesses and families both within the UK and internationally. Although providing medical insurance remains a core activity for the Group, we have developed many other services and insurance products available through our divisions and subsidiary companies.

We have an exciting full-time opportunity for a career minded Administrator. You will be based in our Peterborough Head Office with a focus on supporting growth across various channels, including direct and broker business. Working within a small team, the successful candidate will have excellent attention to detail, be able to organise their work effectively and communicate professionally. You will require a thorough understanding of our insurance products, handling both verbal and written sales-related communications, in support of generating growth and retention. All product and system training will be provided – you will need to demonstrate the desire to succeed.

About this position:

- Processing product applications, checking for accuracy and ensuring they are complete.
- Assist with the production and processing of renewal documentation, including renewal pricing.
- Assist the team with any file management and document preparation.
- Regular production and analysis of Department or Broker Reports in order to assess ongoing performance.
- Production of effective Key Account Reports to support the renewal process.
- Timely preparation of relevant quotes to support the team and their customer communications.
- Learning and understanding the General & Medical Group structure and existing products and being able to learn, adapt and provide product information.
- Assist in the implementation of business strategies for direct business as well as broker business.
- Ensure all workflow is processed in a timely manner to relevant systems.
- Conduct competitor pricing analysis and feedback information and market intelligence to Directors and management.
- Assist Management Team with the generation of bespoke reports and compilation of data to better understand and influence decision-making.
- Have an understanding of how the functions of the role interlink with the rest of the business and liaising effectively with all departments.

Skills and Experience – Required

- Strong verbal and written communication skills for engagements with external stakeholders.
- Experience of working in a fast-paced environment and capable of building relationships.
- Ability to organise and prioritise as required in order to meet deadlines.
- Professional approach to represent the Company as necessary.

Personal performance, conduct and development

Meet targets and take responsibility for own performance:

Remain abreast of current processes and services offered by the company and be aware of changes to legislation by the Financial Conduct Authority (FCA). Cascade any information / changes in legislation to work colleagues.

Work in Accordance with the company policies and procedures:

Be aware of and adhere to Company policies and procedures. Work in a way that meets the statutory requirements of employees under legislation.

Flexibility and Team Work:

Work flexibly as part of a team to meet the needs of the customers of the Company. Value each team member's contribution and help colleagues to perform to the best of their abilities.

Professionalism:

Set a good example to other staff in attitude to work and general working practice. Deal with all colleagues and customers in a professional manner. Maintain a professional working relationship with direct reports in order that there is no issue in dealing with any unacceptable performance and/or conduct.

What You Can Expect From Us:

- Regular Monday to Friday hours – no evenings, no shift work and no weekend work
- Attendance Bonus
- Access to Pension Scheme
- Great Annual Leave Benefit including additional family days
- Free Worldwide Multi Trip Travel Insurance Cover and discounted rate for family members
- Cash benefits linked to Personal Accident, Life Cover and Critical Illness
- Monthly Employee Rewards Scheme
- Commitment to Employee Learning and Development
- Access to Wellbeing Services and Discount Scheme
- Free tea, coffee and fresh fruit
- Friendly working environment in Peterborough – convenient location close to the A1

Our greatest strength is our people – professional, driven yet grounded and fun to work with. If our culture sounds like a good fit for you and you want to be part of our exciting journey then please apply.